

ABSTRACT

Telkom University Telkom (abbreviated as Tel-U) is a merger of several institutions under Telkom Education Foundation (YPT) are namely IT Telkom, IM Telkom, Telkom Polytechnic and Telkom STISI. Tel-U specializes in the field of "Information and Communication Technology, Management and Creative Industries" in response to the fast growing demands of ICT industry. By implementing the Quality Management Sistem ISO 9001: 2015 and Borang AIPT is expected to assist the university in maintaining and improving the quality and satisfaction of the stakeholders, especially students who are primary consumers.

This research conducted by integrating ISO 9001: 2015 Clause 9.1 on monitoring, measurement, analysis, and evaluation and Borang AIPT Standard 3.1.6 monitoring instruments and 3.1.7 monitoring results. Consideration of risk-based thinking for designing the process is performed as one of the requirements of ISO 9001: 2015. The Risk register is an output and will be attached in SOP Internal Survei (Measurement of Students Satisfaction on Service) as proof of risk consideration. The process has been designed and then improved using a step of business process improvement method, it's called apply improvement technique. After the business process is upgraded, the SOP is designed based on Clauses 4.4.1 ISO 9001: 2015 and verified to the SAI Unit.

The results of this study are SOP document of Internal Survei (Measurement of Student Satisfaction on Service) and simulator with web based device through Joget workflow software, to simulate process flow that has been designed in completed SOP document with supporting components such as email, form, or other.

Keywords: Survei, Student Satisfaction, ISO 9001:2015, Borang AIPT, Risk-Based Thinking, Risk List, Business Process Improvement.